POWSZECHNY ZAKŁAD UBEZPIECZEŃ SPÓŁKA AKCYJNA
organizational structure

President of the Board

Members of the Board

- Data Protection Officer
- internal audit
- internal control
- compliance
- AML in PZU Group
- legal consulting
- PZU Group strategy
- project management and M&A
- corporate security
- after-sales service for health insurance

Corporate Management Department:
- corporate management
- PZU Group corporate governance
- relations and corporate communication
- sponsorship
- prevention

HR Department:
- HR
- HR operations

Administration and Logistics Department:
- administration
- real estate
- purchase

Insurance Operations Department:
- insurance operations
- after-sales customer service

Group Network Department:
- branch network management

IT Department:
- IT strategy and project management
- IT architecture and infrastructure management
- management and development of IT systems
- IT support
- cybersecurity

- reinsurance

Corporate Client Department:
- corporate (including brokerage) sales and sales network management
- corporate product management (offer management, underwriting and risk assessment, analysis)
- financial risk insurance
- corporate business strategy and development
- corporate business service

Dealer Programs Department:
- dealer programs and sales network management

- innovations and AI
- direct sales
- sales support
- sales analysis

Multiagency Sales Department:
- multiagency sales and sales network management

Exclusive Sales Department:
- exclusive sales and sales network management

Cooperation with Banks and Strategic Partner Department:
- bancassurance (management of product and sales, actuarial tariff, analysis)
- assurbanking
- coordination and supervision of cooperation with PZU Group banks
- strategic partnerships and new businesses

- actuarial

Investment Department:
- assets allocation
- macroeconomic analysis
- alternative investments
- real estate investments
- treasury

Financial Department:
- information management
- planning and controlling
- tax policy
- accounting
- insurance accounting
- internal operations

- debt collection
- counteracting insurance crime

Claims and Benefits Service and Remote Channels Department:
- claims and benefits service
- assistance
- remote customer service

- marketing

Individual and SME Insurance Product Department:
- management of individual and SME insurance products and insurance programs (offer management, actuarial tariff, underwriting, analysis)

Customer and Digital Services Department:
- CRM
- eCommerce
- management of digital processes and services
- customer relationship and experience management

- risk management

- sustainable development